

Code of conduct

Purpose

The Code of Conduct provides reasonable expectations of how employees, volunteers and students are to conduct themselves in their interpersonal interactions with fellow employees, stakeholders and clients.

Anglicare is committed to the safety and wellbeing of all who access our service, including children and young people, and we will act without hesitation to ensure client safety is maintained at all times. We support the rights and wellbeing of all Anglicare employees, volunteers and students; encouraging their active participation in building and maintaining a safe environment for all people who access our services.

Scope

This document applies to all Anglicare employees, volunteers and students and acknowledges that employees, volunteers and students have a right to be treated in accordance with this Code and an obligation to uphold its principles at all times.

Where employees, volunteers and students act in a manner not in keeping with this Code, they will be supported in accordance with Anglicare's employee support policies and procedures. An employee, volunteer or student may be counselled, warned or dismissed, depending on the circumstances and seriousness of the breach.

Principles or Policy Statement

Employees, volunteers and students are to have read and comply with Anglicare's policies, principles and procedures outlined in the supporting documents below:

Employees, volunteers and students are expected to conduct themselves in a manner consistent with their position, within reasonable expectations, and as a positive role model and representative of Anglicare through:

Performance of duties

- Performing designated duties with justice, respect, compassion and hope;
- Observing and complying with relevant legislation and industrial provisions;
- Performing duties in a manner that does not present a risk to the health and safety of themselves and others;
- Performing duties in accordance with Anglicare's Policies and Procedures and in particular to their position descriptions and this policy's related documents and references; and
- Where employees, volunteers and students are members of a professional body, adhering to respective professional Codes of Conduct and Practice Guidelines in support of this code.

Behaviours

- Not physically or verbally assaulting or insulting, threatening or maligning any other person;
- Model, promote and facilitate equal, respectful and non-violent gender relations in the workplace
- Not acting in a manner both within and outside Anglicare that brings the organisation into disrepute;
- Dressing at work in a manner that projects a positive and professional impression for clients and stakeholders, including appropriate grooming, general appearance and standard of personal hygiene that is appropriate for performance of duties;
- Ensuring that when using ICT:
 - social media is not to be used to contact past or present Anglicare clients outside work roles;
 - communication does not occur with clients from personal accounts or devices without prior consent from a Manager or Supervisor;
 - clients are discouraged from any communication with Anglicare employees, volunteers and students outside of work roles;
 - personal cameras are not used to photograph clients;
 - if social media is accessed on work devices during personal time, employees, volunteers and students are to comply with Anglicare's ICT policies; and
- Declaring potential conflicts of interest between their private interests (including financial) and Anglicare.

Working with others

- Treating fellow employees, volunteers, students, clients, stakeholders and visitors with respect, having regard to their rights and to cultural and religious diversity;
- Raising all concerns with the relevant manager and ensuring that all allegations or suspicions of harm or abuse are recorded and acted upon;
- Working with fellow employees, volunteers, students, clients and stakeholders together in a positive manner to resolve any differences; and
- Seeking appropriate support if an issue cannot be resolved within the work unit through the relevant dispute settlement/grievance processes and procedures.

1800 243 232
anglicare-tas.org.au

